

## Unified CCX AppAdmin SocialMiner Configuration Page Shows a Mismatch for Feed/Campaign/Notification

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| <b>Problem Summary</b>    | Log in to Unified CCX AppAdmin and go to Subsystems > Chat > SocialMiner Configuration page. The page displays an error or the SocialMiner status section shows a mismatch for the feed/campaign/notification.   |
| <b>Error Message</b>      | Mismatch/Missing configuration.  |
| <b>Possible Cause</b>     | Feed/Campaign/Notification rule got deleted by mistake in SocialMiner.   |
| <b>Recommended Action</b> | <ul style="list-style-type: none"> <li>- Log in to Unified CCX AppAdmin. Go to Subsystems &gt; Chat &gt; SocialMiner Configuration page and verify the Hostname/IP address and the login credentials of the social miner server.</li> <li>- Click the Save button. This will fix any mismatch in the social miner configurations.</li> <li>- Watch the status section for success message.</li> <li>- In case of an error related to invalid IP address or login credentials, try saving the page with valid SocialMiner server details.</li> <li>- In case of any other failure message, check the SocialMiner status section for the status of Feed, Campaign, and Notification creation.</li> </ul> <p>If any of the above configurations show mismatch, try deleting the feed/campaign/notification manually from the SocialMiner administration page.</p> |
| <b>Release</b>            | Release 9.0(1)   |
| <b>Associated CDETS #</b> | None   |